

U.S. Embassy Rabat ✧ Human Resources Office

Vacancy Announcement

VISA Clerk (NIV)

Announcement Number: 11-25

OPEN TO: ALL INTERESTED

POSITION: VISA CLERK, FSN-06*; FP-08

OPENING DATE: Thursday, June 16, 2011

CLOSING DATE: Thursday, June 30, 2011

WORK HOURS: Full-time; 40 hours/week

SALARY: *Not-Ordinarily Resident: \$35,753 p.a. (Starting Salary based on 40 hours)
(Position Grade: FP-08 following confirmation by Washington)

*Ordinarily Resident: DH 120,224 p.a. (Starting Salary based on 40 hours including allowances, competitive bonus and benefits package. U.S. Mission will withhold from your gross salary employee's portion of the CNSS and CIMR contributions, health/life/disability insurance contributions as well as all tax obligations as imposed by the US and/or host country governments)
(Position Grade: FSN-06)

NOTE: ALL ORDINARY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Consulate in Casablanca is seeking an individual for the Visa Clerk position in the Consular Section.

BASIC FUNCTION OF POSITION:

The incumbent provides the full range of duties for the physical and electronic processing of non-immigrant visa applications. A significant amount of time is spent interacting with often-demanding members of the public, in Arabic, French and English.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

Education: High school diploma is required.

Experience: Minimum two years experience in public service/customer oriented position is required.

Language: Level 4 (Fluency) in English, Arabic and French is required.

Knowledge:

Ability to comprehend and explain legal and regulatory requirements is required.

Skills and Abilities:

- Outstanding interpersonal skills to tactfully and diplomatically deal with demanding members of the public and ability to work as a member of a team are required.
- Familiarity with windows-based systems such as word, excel, and access is required.
- Computer skills in French, English and Arabic are required.
- Must be able to draft responses in English to congressional and other written inquiries.

SELECTION PROCESS

When equally qualified, US Citizen EFMs and US Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
3. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
5. Current Ordinarily Resident employees must serve in the same position for a period of 52 weeks before being eligible to apply for advertised positions. A waiver to this requirement by the employee and cleared by the American supervisor must be submitted to the Human Resources Officer for approval prior to applying for a position.

TO APPLY

Interested applicants for this position must submit the following for consideration of the application:

1. Universal Application for Employment, DS-174 form.
2. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
3. Any other documentation (e.g. education diplomas, essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION

- a) By mail to: Human Resources Office
Attention: Vacancy Announcement 11-25
Address: 2 Avenue Mohamed El Fassi (ex-Marrakech), Rabat
- b) By e-mail: RecruitmentRabat@state.gov

Important: If your application has been selected for further consideration, you will be contacted within 3-6 weeks from the closing date of this vacancy announcement for further testing and/or interview.

***DEFINITIONS**

1. US Citizen Eligible Family Member (USEFM) – For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

2. EFM: An individual related to a US Government employee in one of the following ways:

- Spouse;
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

3. Member of Household (MOH) – An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. Not Ordinarily Resident (NOR) – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. Ordinarily Resident (OR) – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,

- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the LCP.

The US Mission in Morocco provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation.

The department of State strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

BASIC FUNCTION OF POSITION:

This person provides the full range of duties for the physical and electronic processing of hundreds of time-sensitive non-immigrant visa applications per week. A significant amount of time is spent interacting with often demanding members of the public, in Arabic, French and English.

MAJOR DUTIES AND RESPONSIBILITIES

Utilizes state-of-the art computer systems to interact in real-time with other systems around the world to prepare non-immigrant visa applications for adjudication and printing. Processing includes interacting with visa applicants in English, French and Arabic; ten-print fingerprinting; verifying, correcting and entering applicant data electronically; determining the correct visa class to assign; scanning supplementary documentation into the system; capturing photos; interpreting in Arabic or French for interviewing officers; printing visas; and performing quality assurance checks.

40%

Processes visa clearances from start to finish. Drafts initial cables to Washington and monitors status over time, sometimes over a period of many months. Corresponds with Washington for updates, notifies officers when clearances have been received, and notifies applicants if additional information is needed and when they can return to pick up their visas.

20%

Responds to visa inquiries from the public in English, French and Arabic in person, by phone, and as primary backup for answering written correspondence (sent via e-mail, fax, and e-mail). Must be organized and knowledgeable about visa regulations and processes to be able to answer detailed inquiries correctly.

15%

Keeps abreast of constantly changing and detailed laws, regulations and procedures. Researches applicable law for specific cases as necessary, and advises officers and colleagues on the entire range of non-immigrant visa matters, including the application of regulations and law as outlined via the Foreign Affairs Manual, the Department, and Consular Affairs Visa Office Standard Operating Procedures (SOP's) and official cables.

15%

Other projects and duties as assigned, such as assisting with updating the Consular website, updating waiting room materials, boxing up files for shipment and storage, and backing up colleagues in other units of the Consular Section.

10%

15. Qualifications Required For Effective Performance

a. Education

At least 2 years of college or university study is required in order to have sufficient skills to analyze, interpret, and apply regulatory or legal information.

b. Prior Work Experience

At least 2-3 years of administrative, government services, or paraprofessional experience. This position requires a minimum of two years in the area of work in the consular area, or area related to customer service and/or work applying regulatory material.

c. Post-Entry Training

Visa training courses via either correspondence (distance learning) or formal classroom training. Training in the use of the consular database and/or software packages is also required. Consular workshops, conferences, or short courses in a formal setting related to specialized aspects of visa processing and supervisory and/or leadership training should also be completed during the course of service in this position.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (spread)

Fluency in English, Arabic and French. Written proficiency in English and French. Must be able to converse easily and comfortably in English and to express complex ideas, regulations clearly and accurately in English to individuals with no French or Arabic skills and vice-versa.

e. Job Knowledge

Ability to research and develop knowledge of the functions and activities of the NIV unit and how the work of the unit relates to other units. Must be able to research complex visa situations and advise colleagues and adjudicating officials. Must understand local host country environment. Requires administrative knowledge of applicable consular and immigration laws, policies and procedures to be able to interpret and apply to a wide variety of visa cases.

f. Skills and Abilities

Must be able to research and understand local and U.S. laws and regulations and apply them to real NIV cases. Requires strong customer service and interpersonal skills, and ability to operate in a courteous and calm manner, even under the most trying circumstances and pressure. Attention to detail is extremely critical to perform successfully in this position. Also requires ability to use technical computer systems related to the processing of nonimmigrant visas.

16. Position Element

a. Supervision Received

This person is supervised by the Nonimmigrant Visa Unit Supervisor, with guidance from the American Nonimmigrant Visa Unit Chief and the Consular Section Chief.

b. Supervision Exercised

None.

c. Available Guidelines

U.S. law (Immigration and Nationality Act) and related sections of the Code of Federal Regulations (CFR) and the Foreign Affairs Manual (9 FAM); official cable communication from the U.S. Department of State and the Bureau of Consular Affairs, and Bureau of Consular Affairs Standard Operating Procedures (SOPs).

d. Exercise of Judgment

Excellent judgment is essential to this position. Must be sensitive to demands and expectations of the public while following regulations. Must be able to apply regulations to individual cases and to determine when the sensitivity or complexity of a case requires advice from a more experienced colleague or referral to a consular officer.

e. Authority to Make Commitments

Yes, under direct supervision of a consular officer (non-financial). For example, scheduling of urgent business or humanitarian visa appointments, and requesting that applicants return on a certain date for another interview or to pick up their passports and/or receive their visas.

f. Nature, Level, and Purpose of Contacts

Continual contact with the public in person, by telephone and through written communication. Occasional contact with high level government officials or corporate executives by telephone and through written correspondence when assisting in visa cases and responding to inquiries.

g. Time Expected to Reach Full Performance Level

Two to three years.